

Olympia

May 20, 1993

The Board

Lester C. Dalrymple, Supervisor, Licensing Services

Price Postings

Re: Recent Inquiry Regarding "Price Postings" and the Potential of Transfer Personnel from this unit to the "In-house" Licensing Program

In mid-January 1993 we initiated a 20 percent review of price postings and began training personnel as license technicians. Teresa Berntsen was to conduct a review of the price postings with assistance in the filing and work up from the half-time person, Barbara Kampbell, remaining in the nonretail area.

The transfer of duties for two personnel, Heidi Whisman and Ann Yeber, to "in-house licensing" began on March 1, 1993. Before the first week was complete, Carter Mitchell was in my office indicating this program was not working and was occupying an unexpected amount of Teresa's time. Both Teresa and myself were receiving a large number of calls from the industry about price posting questions and related problems. Some of these questions could be handled by Teresa if in fact she had more experience with the price posting program. Many questions cannot be answered without actually researching an individual file. The location of the files also caused problems.

On March 9, 1993, these problems were brought to the attention of the Board and it was decided to return the personnel to price posting duties until a process could be developed to at least partially automate this function.

Following the return of this responsibility to the price posting personnel, I have had regular meetings with the group regarding the following topics:

1. Allegations of staff resistance to the new procedure.
2. Streamlining the current paper process.
3. Automation process and current progress of that program.
4. The importance of their knowledge and experience in building an automated system.

Between March 15 and April 15, 1993, the Price Posting Section kept records of phone calls specifically relating to price posting questions. The data reflects a total of 193 calls relating to price postings, which were approximately 40 percent of the calls received in this section during the reporting period.

EXHIBIT NO. 34 Date 6/2/05  
Deposition Of Lester C. Dalrymple  
CONNIE CHURCH, Court Reporter

Resp to Costco RFP:  
285

PLAINTIFF'S EXHIBIT	
CASE NO.	CV04-0360P
EXHIBIT NO.	095

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Since these activities have been returned to the Price Posting Section, the majority of phone calls regarding price postings no longer reach my desk.

The following suggestions by the nonretail group have been implemented to streamline the current price posting process:

1. We no longer stamp postings as approved or pending or indicate "P" for individual pending items.
2. We have discontinued the process of counting individual pages processed.
3. We no longer date close-outs.
4. Dropped items are not individually identified.
5. No longer annotate price increases.
6. No price checking over the phone.
7. No longer mail copies of approved postings back to wholesalers; only pages with specific problems are mailed back.
8. Distribution changes streamlined. We no longer verify inventory of replaced wholesaler. We no longer initiate instructions. Pricing verification provided upon request.

During the last one and one-half months, the two price posting personnel have been heavily involved with personnel from Data Processing in developing and testing an automated system. Without their experience and expertise, it would have been nearly impossible to develop any realistic automated price posting system.

The testing of the automated system is currently being expanded to include additional wholesalers. For the two months, Western Washington Beverages and Black Hills Distributors have been our test guinea pigs. We have now requested G. Raden, K & L Distributor and some of Chris Erling's clients to become involved with electronic filing. Chris Erling has indicated a willingness to participate; however, he would only be able to provide three or four wholesalers per month for the electronic program.

I continue to be concerned about the smaller wholesalers who do not have computer equipment. I'm not sure we have an actual count; however the Beer and Wine Wholesalers Association was initially going to develop a program to assist this group. From the reports reaching this office, there has been no action to initiate a program to handle this particular group.

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Resp to Costco RFP  
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